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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a user of Sonic, an ISP, for my business because the service I get from Comcast and AT&T, my only other choices, is expensive, unreliable and provide no customer service. When was the last time you spent 30 minutes on hold only to be told "reboot your modem"? This does not happen at Sonic. I normally speak to a representative within 5 minutes. In regards to fees I pay almost 30% more for Comcast in the same location and have 50% more problems with their service. I bought Sonic to run my VOIP phone service because Comcast will not let me prioritize the VOIP on my network and in fact they de-prioritize my VOIP. When I called to ask them why it was not working they said they did not know and would be happy to sell me phone service!

I have a home in a rural location and the only option for service is AT&T. I recently requested a new modem, I can only use their modem, that would allow 5ghz wireless, a very old technology and was told I would need to upgrade my service. Well that took over 30 hours of my time to get accomplished and still required 8 hours of calls after the installation to get things working.

If you eliminate this regulation I am convinced my prices will go up even more and I will not be able to use any phone service I wish as the Internet providers will not allow independent providers services to work just like Comcast does today!

This will directly affect my personal life and small business, don't let the lobbyists win for the big guys. We dismantled the phone companies years ago for a reason, do not let that happen with ISP's.

Jim Kranz